

Winter 2016

@YOUR SERVICE

Microsoft Office available to staff for home use

Microsoft's popular Home Use Program is again available to state of Michigan employees. For only \$9.95, employees may purchase a single license to download either Office Professional Plus 2016 for PCs or Office Home and Business 2016 for Macintosh computers on their personal computers.

The Home Use Program is a benefit available as a result of the state's Microsoft volume licensing. To obtain software for your home computer:

1. **Go to** www.microsoftup.com/hupus/home.aspx
2. **Enter your work email address.**
3. **Enter the state's program code: AA4BB712CC**
4. **Submit the form.**

You will receive an email message with a link you can use to purchase qualifying Office software using your personal credit card.

Software licenses expire when users leave state employment or if the state's software coverage expires.

Information about the software purchase program, as well as other discounted products and services, can be found on the [Employee Discounts](#) page on Inside Michigan.



Building relationships is key to customer service

Manny Rosales loves to solve problems. As one of 19 Agency Services business relationship managers, he has many opportunities to do that. It's his responsibility – and theirs – to work closely with agency customers and manage the day-to-day delivery of their services.

"To our customers," he said, "we're the face of DTMB."

Business relationship managers, who are more commonly known as BRMs, wear many hats: consultant, partner and trouble shooter. They step in if an issue escalates and needs resolution.

Every state department has different business issues but similar challenges. It's the BRM's job to talk with customers, learn about their problems, understand their business and suggest the best technology resources. Then the BRM considers the resources available and recommends the best approaches.

Rosales, who is the BRM for the Departments of Environmental Quality, Natural Resources and Agriculture and Rural Development, also can turn to his other BRM colleagues to collaborate.

"Although we support different agencies, we're a team," Rosales said. "I'm not standing alone. We have so many resources available."



Matching resources to needs involves conversation, brainstorming, problem solving and building relationships. It's exactly the kind of work a business relationship manager loves to do.

Code Blue phones offer peace of mind

They stand tall and blue – nearly 50 of them – ready to connect visitors in need to an information source or emergency assistance. They're the Code Blue emergency phones, which are stationed along walkways and in parking lots around the Capitol Complex and in DTMB-managed parking ramps. With the push of a button, callers can use the communication towers to reach a DTMB Central Control operator, who can give them directions to a Lansing destination or call for an ambulance and guide the first responders to their location. Calls activate a light at the top of the tower, which also helps guide emergency crews.

"People don't need a phone of their own to get help," said Ryan McKee, "and they're connected with someone who is blocks – not miles – away. Most calls, he said, request emergency assistance.

McKee, who manages the Code Blue system, said the very visible towers offer visitors peace of mind and serve as a deterrent to criminal activity. He also calls them an important investment in safety.

"Saving just one person's life is worth the investment," he said.



Cody Goodenough

Security help available 24/7

It was a quiet Sunday at the Central Control desk. Operator Cody Goodenough answered a few phone calls from employees and citizens who needed assistance. Near his right elbow, a red symbol flashed on a monitor, indicating an elevated carbon monoxide level in the Roosevelt Parking Ramp. The alert cleared quickly, probably set off by a puff of exhaust from a passing car.

Goodenough is one of the Central Control operators who staff the desk around the clock, every day of the year. These operators are the first point of contact for emergencies in the Capitol Complex. If medical or fire assistance is needed, the operators contact the appropriate resource and guide rescue crews into facilities, right to the location of the emergency. They turn on building lights after

hours, lift parking gates when needed, and help employees who are having problems gaining entry to buildings. Whatever call comes in, Goodenough is aware that it may be an emergency.

"People aren't calling us just to say hello," he said. "There's an issue, and sometimes they're upset. We want to provide them any assistance we can. We don't say: Sorry, we can't help you."

While the night, weekend and – yes – Christmas shifts may bring fewer requests for help, there is plenty to keep Goodenough occupied. Every day, he and his operator colleagues monitor each of the state's hundreds of security cameras at facilities across Lansing and the state, from the Escanaba State Office Building to the governor's residence on Mackinac Island to Cadillac Place in Detroit.

While he may spend his shift seated at a console in downtown Lansing, Goodenough's work takes him all across the state every time he's on duty.

Employees and visitors can reach Central Control at 517-373-0196. For emergency assistance, dial 517-373-0190.

Ryan McKee



Some of the DTMB Procurement Office buyers include Terry Mead, Jillian Yeates, Jarrod Barron, Dan Stevens, Joshua Wilson, Will Camp, Malu Natarajan and James Topping.

Investment in procurement builds buying staff

Paper towels in the restroom. The computer monitor on your desk. Janitorial services at outstate offices. Road salt used on highways and in communities across the state.

These are just some items obtained using contracts arranged by DTMB's Procurement Office. As the state's



Steve Davis

primary purchasing agent, DTMB manages a portfolio of **nearly a thousand contracts** valued at billions of dollars and a supply chain

that keeps state agencies stocked with the goods and services they need to run their business.

Propelled by an \$850,000 investment that has funded additional staff and a new category management process,

procurement's buyers are able to accelerate the process for customers. During tight budget years, funding shortfalls reduced the purchasing staff. In 2006, about 25 buyers managed the state's contracts. Just a few years later, that number was cut nearly in half.

"At its lowest, the procurement staff was down to 13 buyers in 2013," said Steve Davis, who is managing efforts to bring new buyers on board. "At one point, our Commodities Division was down to two people. At best, all they could do was extend existing contracts."

Now, 21 buyers are on the staff, and five more positions will soon be filled. They are working across the office's three divisions:

- Commodities and infrastructure services, which prepares contracts for office furniture, janitorial supplies, vehicles, energy, office supplies and food
- Information technology, which manages contracts for phones, computer hardware and software, IT consulting and staff augmentation, printers and other technology services

- Services, which arranges contracts for professional services such as accounting, consulting, health care, banking, marketing and insurance services

The office also includes a very active vendor outreach program. Its staff crisscross the state, helping veteran, minority and small-business owners understand the contracting process and encouraging more competitive bidding.

Procurement also administers MiDeal. This extended purchasing program allows Michigan cities, townships, villages, counties, school districts, universities, community colleges to leverage the state's buying power and use its negotiated contracts to buy goods and services.

As an organization, the Purchasing Office is working to improve its processes and adopt an industry-standard approach that reduces cost and increases value. As a partner with state agencies, it's working to cut costs, streamline the procurement process and make it easier for organizations to obtain the goods and services they need at the lowest possible cost.



Carrie Rambo

Surplus Services connects agencies with furniture in need of a home

Your office needs a bookshelf. The addition of a few comfortable chairs and an end table could turn an empty corner into a perfect collaboration area. But your budget lacks the bucks to take on even these small projects.

Items such as these – and others – can be found at DTMB's Surplus Services warehouse, and they're available to state offices at no charge, said Carrie Rambo, surplus supervisor.

"We have chairs, desks, tables, filing cabinets and other furniture," Rambo said. "We also have supplies such as binders, desktop organizers and trash cans."

Agencies with furniture or supplies they no longer need send them to Surplus Services, which offers serviceable items at no cost to other departments, helping to stretch tight budgets. "To date," Rambo said, "repurposing furniture and supplies has avoided \$190,000 in spending by state agencies."

Agency employees are welcome to view available items between 7:30 a.m. and 4 p.m. at the Lansing warehouse, 3111 W. St. Joseph St.

Inventory changes frequently, so shoppers may want to visit more than once to find the items that meet their needs.

Delivery service is available for a small fee.

Offices also can work with Surplus Services to dispose of their own unneeded items. They may choose to take the "traditional" route and arrange for their extra furniture and supplies to be picked up and transported to the warehouse and added to the surplus inventory. Or they can avoid the transportation costs and post photos and information about their merchandise to the online [Surplus Transfer Board](#), which other agencies can visit for convenient online shopping.

"By using the transfer board, agencies can work together to find new homes for serviceable items," she said.

Information about State Surplus Services, with links to surplus forms and MiBid auction information, is available in the [DTMB Service Catalog](#) or on the Surplus Services [webpage](#).

IN THE *Service Catalog*

When you need an email account

When they begin state service, all state of Michigan employees receive their own email accounts that they use in their jobs. Sometimes, though, offices, work teams or groups involved in special projects can benefit from a shared email box to send and receive messages related to their projects.

Because several people can access and use a [shared email box](#), the resource is an efficient way to monitor and respond to customer requests. The mailbox administrators can see when a request has been addressed, and they can use the calendar feature to track project-related meetings and deadlines.

To obtain a shared email box, employees may complete and submit [Form DTMB-0161](#) to their assigned [authorized requestor](#). Once the form is submitted, the process takes about 12 business days to complete.

More information about these shared accounts can be found in the [DTMB Service Catalog](#). The catalog entry includes instructions and costs for the service and identifies contacts who can answer questions about email availability or other business and IT resources.